

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

June 9, 2014
9:00 – 10:30 a.m.
550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:30	SA QIC Reports & Countywide Children's QIC Report	QIC Members
III	9:30 – 9:45	<ul style="list-style-type: none"> ➤ Test Calls 2014 ➤ Change of Provider Report ➤ SA Navigators & SRTS Referrals Provider Directory	N. Kasarabada V. Joshi
IV	9:45 – 9:50	Clinical Quality Improvement ➤ OMD Report	C. Eisen/K. Lee
V	9:50 – 9:55	Cultural Competency Updates	L. Ximenez
VI	9:55 – 10:05	PRO	M. Hernandez
VII	10:05 – 10:15	Policy Update – Office of Compliance	R. Faveau
VIII	10:15 – 10:30	State Indicators EOB	M. Tredinnick
		Announcements:	

Next Meeting.
July 14, 2014
9:00 – 10:30 a.m.
550 S. Vermont Ave.
10th Floor Conference Room
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	June 9, 2014
Place	550 S. Vermont Ave., 10 th Floor Conf. Rm.	Start Time:	9:00 a.m.
Chairperson	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.
Co-Chair Person	Carol Eisen, M.D./Karen Lee, M.D.		
Members Present	Alyssa Bray; Anahid Assatourian; Ann Lee; Aprill Baker; Bertrand Levesque; Cindy Pham; Debra Mahoney; Debi Berzon-Leitelt; Elisabeth Gildemontes; Emilia Ramos; Gassia Ekizian; Jessica Wilkins; Karen Lee; Kimber Salvaggio; Leticia Ximenez; Lisa Harvey; Lupe Ayala; Maria Gonzalez; Mary Ann O'Donnell; Mary Crosby; Marylouise Barrosniska; Michael Tredinnick; Michelle Munde; Misty Aranoff; Monika Johnson; Naga Kasarabada; Sherry Trujillo; Theodore Cannady; Timothy Beyer; Vandana Joshi		
Excused/Absent Members	Alan Lert; Barbara Paradise; Carol Eisen; Doris Benosa; Elizabeth Owens; Kumar Menon; Martin Hernandez; Michelle Rittel; Pamela Inaba; Randy Faveau; Sandra Chang-Ptasinski		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made.	N. Kasarabada
Review of Minutes	The May minutes were reviewed.	Minutes were reviewed and approved.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC Liaison Reports	<p>SA 1: Jennifer Hallman from QAD, will present on Documentation Policy on June 17, 2014. There will be an IBHIS training for the navigators on June 26. Also Mr. Hernandez from PRO will present on August 5, 2014.</p>	<p>Next meeting: July 1, 2014. Helena Ditko will present at next meeting.</p>	<p>D. Berzon-Leitelt</p>
	<p>SA 2: Jennifer Hallman, from QAD presented Documentation Policy changes.</p>	<p>Next meeting: July 17, 2014. Helena Ditko will present on Family Engagement at next meeting.</p>	<p>K. Salvaggio</p>
	<p>SA 2 Children's: Dark in May.</p>	<p>Next meeting: June 19, 2014. Jennifer Hallman, from QAD and Mr. Hernandez from PRO will be presenting at next meeting.</p>	<p>K. Salvaggio</p>
	<p>SA 3: Helena Ditko presented on the Parameters for Family Engagement. Information from previous meeting was disseminated. Volunteers were identified for the test calls.</p>	<p>Next meeting June 18, 2014.</p>	<p>B. Levesque</p>
	<p>SA 4: Helena Ditko presented on the Parameters for Family Engagement. Meeting was well attended. Volunteers were identified for the test calls. Alyssa Bray will no longer be the Co-Chair for SA 4.</p>	<p>Next meeting: Dark in June.</p>	<p>A. Bray</p>
	<p>SA 5: Volunteers were identified for the test calls. Some providers continue to have concerns/issues regarding their change of provider request not being reported.</p>	<p>Next meeting: July 8, 2014. Dr. Kasarabada will follow up with the PRO regarding this issue. Jennifer Hallman will be presenting at next meeting.</p>	<p>M. Johnson</p>
	<p>SA 6: Next SA QIC meeting will be held at LA Child Guidance Center, 3787 S. Vermont Ave., Los Angeles, California. Volunteers for the test calls were identified.</p>	<p>Next meeting: June 26, 2014.</p>	<p>A. Baker</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC Liaison Reports Continued	SA 7: Jennifer Hallman, from QAD and Helena Ditko will be presenting on Documentation Policy and Family Engagement.	Next meeting: June 10, 2014.	A. Bazilgan L. Ayala
	SA 8: Jennifer Hallman from QAD, presented on Documentation Policy. Providers are encouraged to present on their QI activities. A provider presented on how to streamline and assessment process. A question came up with the option of replacing co-chairs.	Next meeting: June 18, 2014. Dr. Kasarabada encouraged all QIC chairs to send an email to Ms. Crosby with the expectations of the co-chairs.	M. Munde A. Lee
Countywide Children's	Mary Crosby from QID presented on the difference between QI/QA. Rise (a project of the LA Gay & Lesbian Center) presented on their services they provide and the initiative targets LGBTQ children and youth ages 5-19 with open cases at L.A. County DCFS.	Next meeting: August 21, 2014. Counseling for Kids will present on QI activities. Lisa Harvey will no longer be the co-chair.	D. Mahoney
Test Calls 2014	Dr. Kasarabada reminded QIC chairs/co-chairs to follow the protocol for the test calls required by the state.	Dr. Beyer reminded all QIC chairs/co-chairs that one of the calls should be a Patient Rights related call.	N. Kasarabada
SA Navigators & SRTS Referrals	Dr. Kasarabada briefly discussed with QIC chairs if the SA Navigators and SRTS Referrals topic presentation by Krista Scholton would be helpful.	Dr. Kasarabada will contact Krista to come and present at the next meeting for questions and answers regarding the use of SRTS.	N. Kasarabada
Provider Directory	Currently finalizing the online provider directory.	A demo will be presented at the next meeting.	V. Joshi

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
OMD Report	Medication Assisted Treatment (MAT) Parameter is online. Also, OMD is in the process of developing a Suicide Prevention Screening policy.	Peer Review Parameters will be posted by the end of this week.	K. Lee M. O'Donnell
Cultural Competency Committee (CCC)	<p>Dr. Ximenez provided an update on CCC meeting. CCC gave an input on LACDMH MHSA 3-Year plan at the May 22, Public Hearing. CCC workgroups are meeting and working on setting goals and objectives and strategizing on how to improve collaboration:</p> <ul style="list-style-type: none"> ➤ Vision, Mission, Goals ➤ Outreach & Presentations ➤ Data ➤ Training ➤ CRDP Alignment <p>CCC and UREP Leadership are meeting to strategize on how to improve CCC/UREP communication and collaboration. CCC has been brainstorming on possible MHSA Innovative Project Proposal Ideas.</p>	<p>Next meeting: June 11, 2004 at 1:30 – 3:30 at 550 S. Vermont Ave., 3rd Floor Conference Room. At next meeting there will be a presentation on Coordinated Care Initiative and how it affects duals (Medi-Medis) and Medi-Cal only seniors and people with disabilities, the presenter is Denny Chan, Staff attorney with the National Senior; Citizens Law Center. WebEx and conference calling will be available.</p>	L. Ximenez
PRO	No updates at this moment.		T. Cannady
Policy Update – Office of Compliance	Ms. Pham from Compliance Office provided an update on policies and reviewed the handout.		C. Pham
State Indicators EOB	Dr. Tredinnick provided an update on the QI work plan goals related to ACCESS Center calls and PMRT data. An improvement was noted for the percentage of calls answered within a minute in the second quarter compared to the previous quarter (CY 2014). After hour PMRT response time goal was met for the first quarter. The 855 line calls for clients who have been assisted by Managed Care or their physician and need a 7 day appointment can come in only through primary care physician or insurance plan.	The QI work plan goal for 75% of the calls to be answered within a minute was met for April 2014. Dr. Tredinnick will provide an update to Departmental QIC when the next quarterly data is ready.	M. Tredinnick

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Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Announcements:	EQRO encouraged us to continue to have the QI/QA discussion on the QIC agenda, especially when you have new providers onboard.		
Handouts:	<ul style="list-style-type: none">➤ Policy Updates June 9, 2014➤ ACCESS Center Call Report CY 2014		
Next Meeting:	July 14, 2014		

Respectfully Submitted,

Naga Kasarabada, Ph.D.